



Feelgood provides occupational health services and health counselling to a wide range of organisations. The organisation employs 750 people from a number of professions – occupational health doctors, psychologists, health counsellors, safety officers, nurses etc. Feelgood's staff work at 77 units in Sweden. 80% of them are university educated. Feelgood provides all its services in-house but has a long-term arrangement with the university of Uddevalla-Trollhättan for upgrading staff skills.

About the company

Feelgood aims to improve its clients' mental and physical well-being by providing a diverse range of services tailored to meet the needs of individual organisations. It offers clients a medical service (including conventional medical care, physiotherapy, health care and rehabilitation), as well as a variety of workplace activities relating to occupational health promotion and developing a relevant health strategy. Feelgood looks at a broad spectrum of considerations when providing such services: work organisation, psychosocial factors, education and training. Exercise programmes and access to a gym are also on offer.

Approximately 100,000 people subscribe to Feelgood, mostly from the manufacturing sector but with a small number of clients coming from the service sector and public organisations.

In January 2000 some of Feelgood's services were awarded a quality assurance certificate (ISO 9001).

Providing a high-quality service

Health promotion programmes are divided into three steps. Firstly, the needs of the employee are identified. This is achieved through a Health Profile Test that looks at lifestyle habits and risk factors (relating to disease) and an interview that provides a clearer picture of each individual in health terms.

Secondly, working conditions are assessed via a Working Environment Profile that gives an insight into the organisation. Any medical problems will become apparent here. The results of the profile lead to goals being identified.

The third step in this process is to agree on the measures to be taken in order to achieve these goals. Improvement measures are carried out in line with the principles set out in the Ottawa Charter for Health Promotion.

Meeting the needs of specific organisations

All projects are based on the needs of individual enterprises, and small

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organisations (employing fewer than 20 people) are looked at from a different perspective.

A steering group is set up as soon as a project begins. Regular meetings with Feelgood staff and employees are organised. These meetings revolve around the needs and requirements of employees and as a result motivation is usually high and most of the employees participate. The next step is to identify specific health needs and set goals for individual employees and for the work team as a whole. Projects generally run for a year. The twin targets of better efficiency and profitability are achieved by improving employee health and creating a better working environment by empowering workers and making them feel valued.

Snowclean – a case study

Feelgood's services can be adapted to suit organisations of all sizes. One of its SSE customers is described briefly below.

Snowclean, has 18 employees and a turn-over of 4 million Ecu. The company has gained quality assurance certificates ISO 9001 and 14001. Snowclean's employees were previously signed up to a conventional occupational health service, but the service didn't meet the needs of the enterprise. All staff were involved in choosing local unit Feelgood instead.

Snowclean produces car wash chemicals, half of which are exported. There is no official "foreman" or "leader" employed here. Employees rotate their work regularly and have a high level of personal autonomy. The sick leave rate is very low. However, the company joined a health promotion project at the end of 1998 to look at lifestyle issues. 16 out of the 18 employees took part and at the follow-up meeting a large proportion showed improvement. Some employees on medication for hypertension were able to decrease the dosage, for example. A need for personal development interviews with employees was identified too and Feelgood was able to offer a training course.

Project results: measuring SME satisfaction

Feelgood is a well established organisation and projects are implemented with a view to gaining long-term results. Follow-ups carried out at a variety of organisations show that many, if not all, of the good results achieved while the project is running, are sustainable. Companies also tend to stick with Feelgood once they have signed up.

Has health improved?

The Health Profile Test is carried out when a project ends and in some cases two years later as well

identifies improvements according to the goals outlined at the start. One positive example is that of a public organisation employing 35 people. Here the proportion of employees with a healthy life-style increased from 48% to 72% by the end of the project. Another example is a retail business with 70 employees; here the proportion of employees with a healthy life-style increased from 14% to 27% within a three-year period. No evaluation of the economic implications of various projects has been carried out.